

**Posting: Fond du Lac Public Library
Library Circulation Clerk 1 (Support Services)**

Applications due: Wednesday, July 9, 2014

Rate of Pay: \$13.34 to start

**Number of Positions: 1 position at 19.5 hours per week
 1 position at variable hours per week (averaging approx. 16 hours per week)**

JOB DESCRIPTION ESSENTIAL DUTIES

Library Clerks perform mid-level clerical tasks assigned by the Circulation Supervisor and Support Services Coordinator. The work involves responsibility for carrying out assignments by following standing instructions on routine procedures and established practices. The work requires considerable public contact at the Circulation Desk.

The essential duties listed below are representative of those working as a clerk in circulation. This list is not meant to be all inclusive. Other tasks may be assigned if they are of a similar nature. All library employees must be willing and able to work a flexible schedule including nights and weekends.

A. Provides service to the public at the Circulation Desk

1. Processes the registration of borrowers; updates patron records.
2. Checks in/out library materials.
3. Collects fines and fees for overdue and lost/damaged materials; collects fees for meeting rooms, merchandise, art works, etc.
4. Handles incoming telephone calls and, when necessary, routes calls to other departments and/or staff
5. Assists patrons with the operation of the copy machine, changes toner and adds paper as needed.
6. Assists patrons with the operation of the self-check machines.
7. Explains Library policies and procedures to the public as needed.
8. Helps enforce proper library conduct when necessary.

B. Provides circulation support services at the Circulation Desk and in work rooms

1. Sets up checkout stations at beginning of day; checks voicemail; sets up electronic display monitor; turns on self-check machines; sets up cash register.
2. Turns on copy machine. Turns on first floor OPACs.
3. Runs daily reports – send list, circulation statistics, etc. Records daily circulation.
4. Checks in and sorts returned materials; transits in shared resource materials; processes reserved items.
5. Processes refunds for library users.
6. Applies RFID tags to materials and converts information.
7. Maintains “problem” shelf; conducts in-house searches for missing items.
8. Performs simple mending tasks and replaces damaged a/v cases.
9. Creates bills for lost and/or damaged items.
10. Catalogs magazines.
11. Uses postal machine to process outgoing mail. Records statistics.
12. Inventories and maintains supplies for the department.
13. Occasionally direct the work of pages and volunteers.
14. Performs other duties as assigned.

REQUIREMENTS

A. Knowledge and Skills

1. Computer literacy skills commensurate with the position.
2. Good customer service skills.
3. Ability to efficiently perform clerical tasks with limited supervision.
4. Ability to add, subtract, multiply, and divide without the use of a calculator.
5. Ability to pay close attention to detail.
6. Ability to communicate effectively with both the public and fellow staff.
7. Ability to work effectively as part of a team and establish positive, mutually supportive working relationships with other staff.
8. Ability to exercise valid judgment in evaluating situations and making decisions.
9. Willingness and ability to make logical exceptions to library policies and procedures when warranted.
10. Willingness to maintain and/or improve skills through active participation in continuing education activities.

B. Education/License/Certification Requirements

1. High school diploma or GED.

C. Physical Requirements

1. Standing, walking, stooping, and reaching.
2. Talking and hearing; use of the telephone.
3. Far vision at 20 feet or further, and near vision at 20 inches or less.
4. Handling: picking up and shelving materials.
5. Fingering: keyboarding, writing, filing, and sorting.
6. Lifting, carrying: 30 pounds or less.
7. Ability to push or pull a cart of materials on wheels weighing 60 - 80 pounds.
8. Ability to work long hours while standing.

ENVIRONMENTAL WORKING CONDITIONS

Library

EQUIPMENT USED

- Cash register
- Calculator
- Credit card machine
- Copy machine
- Microcomputer and computer terminals
- Printer
- Telephone
- Book carts
- Postage meter
- Self-check machines

To Apply:

Submit application to:
Jackie Braatz
City of Fond du Lac Human Resources
160 Macy Street
Fond du Lac WI 54935